

TECHNICAL GUIDANCE MATERIAL

for

Air Operator Crew Member Certificates

SUBJECT: TECHNICAL GUIDANCE MATERIAL AIR OPERATOR CREW MEMBER CERTIFICATES

EFFECTIVE DATE: 25 JANUARY 2024

1. APPLICABILITY

This Technical Guidance Material (TGM) applies to all national air operators involved in international civil aviation operations, the national passport and travel document issuing department and airport owners and operators responsible for access control to security restricted areas (SRAs).

2. PURPOSE

In accordance with ICAO Annex 9 and applicable Department of Home Affairs (DHA) legislation, the Republic of South Africa may issue crew member certificates (CMC) to facilitate the international travel of airline crew members, as well as by providing border control authorities with assurances on the authenticity of travel documents, identity, and background checks of said crews.

3. REQUIREMENTS

Air Operators involved in the conduct of international civil aviation operations and who are using Crew Member Certificates, are responsible for implementing the guidelines as stipulated in this document to ensure the secure and expeditious facilitation of their flight crew members whilst on duty.

The Department of Home Affairs is responsible for authorizing and issuing CMCs as stipulated in this guide to ensure these travel documents are secure when air operator crews utilize them for international travel duties.

Airport operators are responsible to ensure validity of CMCs when used for access control to SRAs.

4. REFERENCES:

- i. Annex 9: Facilitation, to the Convention on International Civil Aviation.
- ii. ICAO Doc 9957, Facilitation Manual.
- iii. ICAO Doc 9303, Machine Readable Travel Documents.
- iv. National Aviation Security Programme (NASP), as amended.
- v. South African Passports and Travel Documents Act, 1994, and its Regulations.
- vi. Department of Home Affairs Standard Operating Procedures for Issuance of Travel Documents.

5. TERMS AND ABBREVIATIONS:

5.1 Terms

TERM	DEFINITION
Aircraft Operator	A person, organisation or enterprise engaged in, or offering to engage in, an aircraft operation.
Air Operator/ Air Carrier/ Airline	Used interchangeably with Aircraft Operator.
Background check	A check of a person's identity and previous experience, including criminal history and any other security related information relevant for assessing the person's suitability, in accordance with national legislation.
Crew member	A "person assigned by an operator to carry out duties on board an aircraft during a flight, that are essential for the safe operation of the aircraft and the successful completion of the flight, and include task specialists who have been assigned in-flight duties related to a specialized use of the aircraft and have been informed of, and accepted the associated risks thereof;"
Crew Member Certificate (Annex 9, 3.6.1. Note.)	The CMC was developed as a card for use for identification purposes by crew members, leaving the crew licenses to serve their primary purpose of attesting to the professional qualifications of the flight crew members.
Machine Readable Travel Document	Official document, conforming with specifications contained in ICAO Doc 9303, issued by a State or organisation which is used by the holder for international travel, and which contains mandatory visual (eye readable) data and a separate mandatory summary in a format which is capable of being read by a machine.
Security Restricted Areas	Those areas of the airside of an airport which are identified as priority risk areas where in addition to access control, other security controls are applied.

5.2 Abbreviations

ABBREVIATION	DESCRIPTION
AVSEC	Aviation Security Division
BMA	Border Management Authority
CMC	Crew Member Certificate
DHA	Department of Home Affairs
E: AVSEC	Executive: Aviation Security Division
ICAO	International Civil Aviation Organization
MRTD	Machine readable travel document
SACAA	South African Civil Aviation Authority
SOP	Standard Operating Procedures
SRA	Security restricted area
TGM	Technical guidance material

6. RESPONSIBILITY OF AIR OPERATORS:

- 6.1 Airline Accountability. The initiation of the CMC starts with the Air Operator. Under normal circumstances it will be terminated by the Air Operator.
- 6.2 Qualifying for CMC. The Air Operator will determine which employees are to be assigned as crew members for international flights. The Air Operator is to keep an updated list or register of such personnel. Only personnel on such registers may be endorsed by the airline to apply for a CMC at the DHA.
- 6.3 CMC Application Endorsement and Use. The Air Operator is to endorse the application and utilisation of an employee's CMC by:

- 6.3.1 Employment Verification. The Air Operator is required to furnish the applicant with a formal letter of employment verification. This letter must be printed on approved and official airline stationery and bear the signature of a person duly authorised to sign.
- 6.3.2 Employment Status: International Operational Duty. The formal letter of authorisation should confirm the applicant's current employment status and state the purpose of the CMC application, which is for international operational duty.
- 6.3.3 Background Check. The Air Operator must provide written confirmation that the applicant has successfully completed all required background checks in accordance with the airline's policies and procedures.
- 6.3.4 Use and Misuse of CMC. The Air Operator must also provide written assurance that the applicant understands that the CMC is strictly for use during official duty periods and in the execution of official duties. Furthermore, the applicant must confirm understanding the consequences of any misuse of the CMC.
- 6.3.5 Termination of Employment. The Air Operator is obligated to provide written confirmation, ensuring that the applicant fully understands the responsibility to return the CMC to the employing Air Operator upon cessation of their employment.
- 6.3.6 Aircraft General Declaration. The Air Operator must provide written affirmation that the applicant is aware of the necessity to document the usage of the CMC on the aircraft general declaration form before embarking on international departures, and that this procedure is to be carried out during their duty period.
- 6.4 CMC List/Register. The Air Operator shall regularly, but at least every six months, review and update the international crew list/register and timeously inform DHA of any personnel no longer in their employ or no longer eligible for the issuance/use of a CMC. Proof that such a review was done must be provide to DHA and SACAA AVSEC copied.
- 6.5 CMC Conditions of Use. The Air Operator shall ensure the conditions that must be met when the CMC is used as a temporary admission into a State, without requiring a Visa, are in accordance with the laws in force in a particular State.
- 6.6 CMC Abuses. Abuse of the CMC is an offence with consequences, which can be defined as, but are not limited to:
- 6.6.1 Use for any reason whilst not on duty, or for private travel.
- 6.6.2 Using it for illegal or fraudulent activities.
- 6.6.3 Allowing any other person to use the CMC identification card; or
- 6.6.4 Using it after leaving the employ of the airline for which it was issued.
- 6.7 CMC Withdrawal/ Revocation. Air Operators are to withdraw or revoke the CMC when:
- 6.7.1 This travel document privilege has been abused.
- 6.7.2 The employee is no longer assigned to international operations; or
- 6.7.3 The employee is no longer in the employ of the airline.
- 6.8 Airline CMC SOP. The Air Operator shall develop and regularly review its internal SOP that governs the airline's policy and procedures surrounding CMC. It should include – at the least – all aspects such as:
- the necessity for,
 - the privileges assigned to,
 - the criteria for application of, and
 - the reasons for termination of revocation of the CMC.
- The human resources office and crew are to be made aware of the SOP.
- 6.9 DHA-Airline Communication/ Investigations. The Air Operator shall always cooperate with DHA when required to do so in respect of a query or investigation into any aspect of their employee/s to whom a CMC was issued.

7. RESPONSIBILITY OF DEPARTMENT OF HOME AFFAIRS:

- 7.1 Policy. DHA to ensure they have comprehensive policy and procedures that govern the application, processing, approval, issuance, and withdrawal or revoking of the CMC.
- 7.2 Procedures or SOPs. DHA to have written SOPs that address point 6. above. Their staff are to be knowledgeable of these SOPs, including the requirement for the CMC to be captured on the aircraft general declaration form for international departures and the investigation into suspicious circumstances or situations.
- 7.3 Staff Awareness and Training. DHA staff are to be made aware of the special privileges of the CMC and the consequential heightened security aspects thereof. They are to be aware of the criteria for application of a CMC – including specifically the need to verify the airline endorsement of background checks – prior to the issuance of the CMC. Furthermore, staff are to be aware that suspicious applications are to be reported within DHA and then escalated to the Air Operator. DHA must include CMC familiarisation when they train BMA on travel documents.
- 7.4 Air Operator Communication. Liaison with Air Operators, as and when required in respect of the CMC, is to be initiated. This is to be timely and comprehensive and commensurate with the situation and/or issue at hand.
- 7.5 ICAO Requirements. DHA is to ensure CMCs are MRTDs that comply with the requirements of ICAO Doc 9303.

8. RESPONSIBILITY OF BORDER MANAGEMENT AUTHORITY:

- 8.1 Mandate. The DHA has ceded section 9 of the Immigration Act on admissions and departures to the BMA. The BMA is therefore responsible for the legitimate movement of persons on arrival and departure from the Republic.
- 8.2 Staff Awareness and Training. BMA staff are to be made aware of the CMC category of travel document and the special privileges and the consequential heightened security aspects thereof. Additionally, BMA staff to be aware that not all international crews will be using CMCs.
- 8.3 Immigration Screening. The BMA is to ensure crew members passing through port control are in possession of valid CMCs when these are used during international travel duty periods. The CMC is to be captured on the aircraft general declaration form for international departures and suspicious circumstances and/or suspicious CMC documents are to be investigated or referred to the DHA.

9. RESPONSIBILITY OF AIRPORT OPERATOR/ LANDLORD/ OWNER:

- 9.1 Mandate. Effective SRA security measures relies heavily on the integrated application of security procedures, and this includes identification and access control systems, inclusive of staff access points. The airport operator or it approved security contractor is responsible for access control to SRAs.
- 9.2 Staff Awareness and Training. Airport security staff are to be made aware of the CMC category of travel document and the special privileges and the consequential heightened security aspects thereof.
- 9.3 Access Control. The airport authority is responsible to ensure that crew members passing through security check points are in possession of valid CMCs when these are used to gain access to SRAs during international travel duty periods.



10. NATIONAL SECURITY CONSIDERATIONS:

- 10.1 The DHA issues crew member certificates, at the request of the Air Operator, and only for staff involved in international operations. The CMC should not be confused with crew member identification cards, which are issued by the airline for all crew members.
- 10.2 CMC is a legal travel document and must be afforded the special privileges for which it is designed. Conversely, they are to be withdrawn and/or revoked if such privileges are abused, either deliberately or in ignorance.
- 10.3 Aviation security is of utmost importance and the issuance and use of the CMC does not negate this.

11. CONCLUSION:

South African Air Operators involved in international civil aviation operations shall ensure their employees only apply for, and are processed and issued with crew member certificates, if they are engaged in international flights on behalf of the airline. Furthermore, the Air Operator shall ensure that such a certificate is processed and issued in accordance with all DHA requirements and processes. It is the Air Operator's responsibility to ensure control is exercised over the application process, the operational use of and the revoking of CMCs by its employees.

12. DOCUMENT AUTHORISATION:

DEVELOPED BY:		
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